

# State of Montana Information Technology Managers Council

## Minutes

September 6, 2017

8:30 AM

Capitol Building, Room 152

### Members Present:

Kreh Germaine, DNRC – Chair  
Angie Riley, MPERA – Vice Chair  
Lynne Pizzini, State CIO/SITSD – Alternate  
Eric Tarr, DLI  
Sky Foster, AGR  
Jessica Plunkett, FWP  
Larry Krause, DOC  
Joe Chapman, DOJ  
Mike Bousliman, MDT  
Tim Bottenfield, DOR  
Jessica Plunkett, FWP  
Stuart Fuller, DPHHS

Dale Gow, Legislative Services Division  
Manual Soto, OPI  
Kristin Burgoyne, ART  
Kellee English, SOS  
Edwina Morrison, CHE  
Jerry Kozak, BCC  
Stacy Ripple, MSF  
Kyle Belcher, OPD  
Lisa Mader, Judicial Branch

**Staff Present:** Wendy Jackson, Jennifer Schofield, Sarah Mitchell

**Guests Present:** Matt Van Syckle, Jodi Troupe, Chris Hope, Brett Vowles, Veronica Lamka, Breanne Antonius, Dustin Ostberg, Bryan Shaw, Matt Pugh, Tiffany Fox, Christie McDowell, Ed Hassell, Tom Krosksey, Don Harris, Linda Kirkland, Tami Gunlock, Audrey Hinman, Jason Pekovitch, Tom Marino, Joe Frohlich, Adam Kopczuk, Pat McGlenn, Cheryl Pesta, Jerry Marks, Bill Jarocki, Irv Vavruska

Real-time Communication: Thomas Callaway, Randy Haefka, Greg Thomas, Brian Jacobson, Channah Wells, Michael Jares, Nate LeGrand, Eric Austad, John Levick, Casey Balcerzak, Cyndie Lockett, Sarah Bartow, Becki Kolenberg, Hunter McClure, Darrin McLean, Christi Mock, Michael Damiano, Aaron Mook, Dave Danicich, Tom Murphy, Danny Straw, David Dunbar, Chris Gleason, Samuel McCarthy, Alan Grover, Ed Sivils, Beth Stephenson, Jon Straughn, James Thomas, David Swenson, Joshua Tuman, Dawn Temple, James Zito, Anne Kane, Kenny Kyler, Chad Kroll, Sue Leferink, Wess Benson, Brad Flath, Kelly Bolen, Theresa Bousliman, Robert Cash, Mike Murray, Christie Mock, Cindy Nelson, Mike Cochrane, Dawn Newell, Rebecca Cooper, Hannah Nishek, Barry Obie, Maria Orms, Rawlin Richardson, Sean Rivera

### Welcome

Kreh Germaine welcomed the council to the September 6, 2017 Information Technology Managers Council (ITMC) meeting. All members and guests were introduced.

Mr. Germaine reminded meeting attendees that food and coffee are not permitted in the meeting room.

The council has a vacant seat in the membership. Submit your name if you are interested in this vacancy to Jennifer Schofield at [JSchofield@mt.gov](mailto:JSchofield@mt.gov), Angie Riley at [ARiley@mt.gov](mailto:ARiley@mt.gov), or Mr. Germaine at [KGermaine@mt.gov](mailto:KGermaine@mt.gov).

Mr. Germaine reviewed ITMC's Operating Procedures presented at the May 3, 2017 ITMC meeting. These procedures are located at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>.

**Action Item:** CIO Support will add the Geographic Information System (GIS) presentation topic to the October 4, 2017 meeting agenda.

### Minutes

**Motion:** Stuart Fuller made a motion to approve the August 2, 2017 ITMC minutes. Sky Foster seconded the motion. Motion carried.

### State Chief Information Officer (CIO) Update

Lynne Pizzini mentioned the Information Technology Board (ITB) will receive guidance regarding their role in the review of project reporting which is also submitted to the Legislative Finance Committee (LFC). State Information Technology Services Division (SITSD) has completed the Master Agreement with DocuSign. This agreement is located on the ITMC website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Questions regarding the DocuSign Master Agreement should be directed to Dale Stout at [DStout@mt.gov](mailto:DStout@mt.gov) or Linda Kirkland at [lkirkland@mt.gov](mailto:lkirkland@mt.gov).

SITSD continues to work on the GovDelivery agreement. Agencies will receive notification when this is finalized.

SITSD Communications Specialist Christie Magill emails a monthly newsletter to the council regarding SITSD major projects. Submit questions regarding the newsletter to Ms. Magill at [Christie.Magill2@mt.gov](mailto:Christie.Magill2@mt.gov).

## **Business**

### **Project Management Policy Comment Review**

Jennifer Schofield noted comments were not received from the council regarding the Project Management. This policy is located on the ITMC website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Per statute, the State CIO will implement this policy. Submit questions regarding this policy to Ms. Schofield at [JSchofield@mt.gov](mailto:JSchofield@mt.gov).

### **Agency Information Technology (IT) Plan Template Review**

Ms. Pizzini reviewed the IT Plan template located on the ITMC website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. The revised template meets statute requirements and aligns to the updated Agency Biennial Report template. SITSD will distribute the revised Agency IT Plan and Biennial Reports templates by October 1, 2017. Agency IT Plans and Biennial Reports are due April 30, 2018. Requests related to House Bill 10 will need to be placed in Agency IT Plans. Direct questions or comments regarding this information to Ms. Schofield at [JSchofield@mt.gov](mailto:JSchofield@mt.gov).

**Action Item:** Ms. Pizzini will review the Agency IT Plan for sensitive information.

**Action Item:** Council members will provide feedback on the Agency IT Plan template to Ms. Schofield at [JSchofield@mt.gov](mailto:JSchofield@mt.gov) by September 20, 2017.

### **System Lifecycle Development Policy Review and Approve**

Ms. Pizzini reviewed the System Lifecycle Development Policy presented at the August 2, 2017 ITMC meeting. This policy is located on the ITMC website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Ms. Pizzini noted feedback and comments were not received from the council regarding this policy. Council members requested an extension to review the policy. Submit questions regarding this policy to Ms. Pizzini at [LPizzini@mt.gov](mailto:LPizzini@mt.gov).

**Action Item:** Council members will vote on the System Lifecycle Development Policy during the October 4, 2017 ITMC meeting.

### **State Employee RSA Token Replacement**

Mike Bousliman requested recommendations regarding lost RSA token replacement. Agency representatives reported varying approaches to RSA token replacement. These included token replacement costs being covered by agencies or users paying for the cost to replace the token. RSA will be implemented for all agencies by December 31, 2017. Submit questions regarding RSA to Jerry Marks at [jmarks@mt.gov](mailto:jmarks@mt.gov).

### **Voice over Internet Protocol (VoIP)**

Matt Van Syckle reported approximately 1,000 VoIP phones have been deployed. Additional testing after deploying has alleviated switch change challenges. Helpful VoIP information and the project plan are posted in the SITSD Services Portal at [www.sitsdservicecatalog.mt.gov/VoIP-Avaya-Phones](http://www.sitsdservicecatalog.mt.gov/VoIP-Avaya-Phones). Submit questions regarding the VoIP project plan to Mr. Van Syckle at [MVanSyckle@mt.gov](mailto:MVanSyckle@mt.gov).

### **VoIP Billing Demo**

Jody Troupe presented the VoIP billing process. July and August bills will be rolled into September's billing. Agencies will continue to receive two separate bills until they are completely rolled over to the red environment.

Agencies can access billing information via the SITSD Invoicing button in SITSD Services Portal located at <http://sitsdservices.mt.gov/>. Inbound and outbound calls are now captured in a records system. To access these records, users will complete the Communications Record Request located on the Montana Information Network for Employees (MINE) site. VeraSMART monthly reports will be provided to DOA ITSD Telecom Billing Contacts. Submit questions regarding VoIP billing to Ms. Troup at [JTroupe@mt.gov](mailto:JTroupe@mt.gov).

### **Advanced Threat Protection (ATP)**

Mr. Marks presented Office 365 ATP. This presentation has been placed on the ITMC website and is located at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. ATP will be turned up on all mailboxes the first week of October. Submit questions regarding ATP to Mr. Marks at [jmarks@mt.gov](mailto:jmarks@mt.gov).

**Action Item:** SITSD Service Desk will provide an informational message regarding ATP to agencies.

### **Session Systems Replacement Project**

Susan Murray reported the 2017 Montana Code Annotated (MCA) will be released later this fall. Once the online 2017 MCA is established, the 2015 version will be archived and hyperlinks attached to this version will no longer be active. Submit concerns regarding the removal of 2015 links to Dale Gow at [DGow@mt.gov](mailto:DGow@mt.gov) or the Legislative IT Helpdesk at [legithelpdesk@mt.gov](mailto:legithelpdesk@mt.gov).

### **Standing Reports**

#### **IT Convergence**

Mr. Van Syckle reported SITSD did not meet the qualifications established within the Northwestern Energy grant. The Department of Public Health and Human Services (DPHHS), Montana Department of Transportation (MDT), Fish, Wildlife and Parks (FWP), and the Department of Environmental Quality (DEQ) are the agencies that remain to be completed by the December 31, 2017 deadline. Submit questions regarding IT Convergence to Mr. Van Syckle at [MVanSyckle@mt.gov](mailto:MVanSyckle@mt.gov).

#### **Wide Area Network (WAN) Circuit Passthrough**

Mr. Van Syckle commented a WAN Circuit upgrade plan will be created to include sites with outdated technology, sites red lining on utilization and requiring upgrades, and sites identified by agencies as previously budgeted for upgrades. Going forward, SITSD will cover the cost for equipment upgrades. This will not extend to situations where agencies elect to move into their own building. Quarterly reports will be provided to the ITMC and Enterprise IT Financial Workgroup (EITFW) to elicit feedback. Submit questions regarding the WAN Circuit Passthrough to Mr. Van Syckle at [MVanSyckle@mt.gov](mailto:MVanSyckle@mt.gov).

#### **Montana Information Security Advisory Council (MT-ISAC)**

Joe Frohlich provided an update regarding the MT-ISAC. A notification was provided to agencies with instructions regarding the Anti-Virus installation of Sophos on Linux and ESET on Windows servers. The deadline for AV installation is December 31, 2017. Agencies will receive the SentinelOne agent when the multitenancy environment for this solution is completed and tested.

The enterprise wide Data Loss Prevention (DLP) go live date is October 1, 2017.

Agencies will receive notifications to begin annual security awareness training on October 1, 2017. Usernames and passwords will not be required to access SANS training.

Additional information regarding this council is located at <https://sitsd.mt.gov/Governance/Boards-Councils/MT-ISAC>. Submit questions regarding information provided in this update to Mr. Frohlich at [JFrohlich@mt.gov](mailto:JFrohlich@mt.gov).

#### **Enterprise IT Financial Workgroup (EITFW)**

Ms. Johnston provided an update of recent EITFW activities. Ms. Johnston is working closely with Mr. Van Syckle to develop a monthly report to the ITMC and EITFW regarding cost savings, cost avoidance, and prioritization of upgrades. Ms. Johnston will present a draft format of this plan at the September 19, 2017 EITFW meeting. Representatives are encouraged to attend this meeting and provide feedback. Additional information regarding this workgroup is located at <http://sitsd.mt.gov/Governance/Boards-Councils/EITFW>. Submit questions regarding information provided in this update to Ms. Johnston at [EJohnston@mt.gov](mailto:EJohnston@mt.gov).

### **Legacy Systems / End of Life Planning**

Mr. Fuller provided an update regarding the Legacy Systems / End of Life Planning workgroup. The workgroup participated in a Customer Relationship Management (CRM) Dynamics Developer Day and Salesforce Developer Day. A report summarizing feedback received from these demos will be provided at the October 4, 2017 ITMC meeting. Submit questions regarding information provided in this update to Mr. Fuller at [fuller@mt.gov](mailto:fuller@mt.gov).

#### **eGov**

Ms. Pizzini provided an update of the eGov workgroup. eGov is collecting business requirements regarding next steps for the workgroup and reviewing Request for Proposals (RFP) from other states. If you are interested in participating in the workgroup contact Linda Kirkland at [kirkland@mt.gov](mailto:kirkland@mt.gov). Submit questions regarding information provided in this update to Sky Schaefer at [SSchaefer@mt.gov](mailto:sschaefer@mt.gov) or Mr. Baldwin at [RBaldwin@mt.gov](mailto:RBaldwin@mt.gov).

#### **Windows 10 Workgroup**

Irv Vavruska provided an update regarding the Windows 10 workgroup. The workgroup will adopt MT-ISAC Best Practices. Moving forward, this group will work to enforce Best Practices policies and provide assistance to agencies regarding best practices. Ms. Pizzini suggested working with Microsoft to ensure licensing is addressed properly and putting together a document that discusses appropriate use of the licensing. Agencies were reminded Windows Operating systems must be hardened, per policy established by MT-ISAC. Submit questions regarding information provided in this update to Mr. Vavruska at [ivavruska@mt.gov](mailto:ivavruska@mt.gov).

#### **Discussion**

##### **Member Forum**

None.

##### **Public Comment**

None.

#### **Future Agenda Topics**

Mike Bousliman suggested the council discuss retention and recruitment of IT employees. Ms. Pizzini commented this topic will be covered at the MT 2018 IT Conference.

Submit future agenda items to Mr. Germaine at [kgermaine@mt.gov](mailto:kgermaine@mt.gov) or Ms. Riley at [ariley@mt.gov](mailto:ariley@mt.gov).

#### **Next Meeting**

October 4, 2017

8:30 AM to 10:30 AM

Capitol Building, Room 152

#### **Adjournment**

The meeting adjourned at 10:33 AM.